

CLARIFICATION N° 2
CEFTA SEED+ 2026-06
CEFTA TRACES NT Maintenance, Expansion and SPS Digital Systems Support

Request for clarifications received on 25 September 2026:

Question 1: Please provide the main technologies used in TRACES NT (e.g. programming languages and frameworks, databases, etc.).

CEFTA Secretariat response:

CEFTA TRACES NT is a distinct CEFTA instance of the European Commission's TRACES NT platform, using the same core application adapted to the specific needs of CEFTA Parties. Backend:

- Programming language: Java (Java EE / Jakarta EE).
- Application server: Oracle WebLogic Server, running as multiple load-balanced pods on Kubernetes, managed by the WebLogic Kubernetes Operator.

Database:

- Oracle Cloud Database (Oracle Database).

Further details will be disclosed to shortlisted candidates.

Question 2: Is TRACES NT hosted on premises or in a cloud environment (which one)?

CEFTA Secretariat response:

CEFTA TRACES NT is hosted in a cloud environment:

- Kubernetes on Microsoft Azure (AKS) hosts the application tier, deployed with Helm charts;
 - Oracle Cloud Infrastructure (OCI) hosts the database tier;
 - Microsoft Azure Application Gateway v2 sits at the edge as reverse proxy and load balancer.
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Question 3: Please provide any available maintenance statistics (e.g. yearly number of blocker/critical incidents).

Moreover, please clarify whether an SLA is in place for the maintenance and support services. If yes, could you list the main parameters, such as system availability requirements and resolution time of incidents depending on severity?

CEFTA Secretariat response:

Based on the available annual maintenance statistics, approximately 3,000 support issues are recorded per year, with a very few issues identified with Severity 1-3. An SLA is currently in place for maintenance and support services. Support issues are registered and tracked through the SEED fault-reporting toolset and assigned a severity level and ticket number. Issues may be reported by telephone, email or directly through the fault-reporting toolset.

The applicable service levels are:

Severity Level	Acknowledgement	Response
1 – Critical	Within 1 hour	Within 4 hours
2 – Severe	Within 1 hour	Within 1 Business Day
3 – Limitation	Within 1 Business Day	Within 7 Business Days
4 – Slight inconvenience	Within 2 Business Days	At the Contractor's discretion

System availability percentage is above 99%.